

CHESTER J. CULVER, GOVERNOR
PATTY JUDGE, LT. GOVERNOR

JOHN R. NORRIS, CHAIRMAN
CURTIS W. STAMP, BOARD MEMBER
KRISTA K. TANNER, BOARD MEMBER

June 26, 2007

Marlene H. Dortch
Office of the Secretary
Federal Communications Commission
445 12th Street, SW
Room TW-B204
Washington, D.C. 20554

RE: TRS Consumer Complaint Log Summaries for June 1, 2006 through May 31, 2007
CG DOCKET NO. 03-123

Dear Ms. Dortch,

The State of Iowa, Iowa Utilities Board respectfully submits the enclosed complaint log alleging a violation of federal minimum standards as it relates to the provisioning of Telecommunications Relay Service. Hamilton Relay, with corporate offices located at 1001 12th Street, Aurora, NE 68818, is under contract with the Iowa Utilities Board to provide Telecommunications Relay Service.

Hamilton tracks all complaints and all other customer service activity for the State of Iowa. The State of Iowa's complaint summary is associated with the following database categories:

- Miscellaneous External Complaints
- LEC External Busy
- 911 External Calls
- No Notice of How to Complain to FCC
- CA Accuracy/Spelling/Verbatim
- CA Gave Wrong Information
- CA Did Not Keep User Informed
- CA Hung Up on Caller
- CA Misdialed Number
- CA Typing Speed
- Didn't Follow Voice Mail/Recording Procedure
- CA Typing

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List ABCDE

350 MAPLE STREET / DES MOINES, IOWA 50319-0069 / 515.281.5979 / Fax 515.281.5329
[HTTP://WWW.STATE.IA.US/IUB](http://www.state.ia.us/iub)

To see what state Government is accomplishing for Iowans, go to: www.resultsiowa.org

- Improper Use of Speed Dialing
- Poor Vocal Clarity/Enunciation
- Improperly Handled ASL or Related Culture Issues
- Improper Use of Call Release
- Improper Handling of Three Way Calling
- Caller ID Not Working Properly
- Improper Use of Customer Data
- Fraudulent/Harassment Call
- Replaced CA Improperly in Middle of Call
- Didn't Follow Emergency Call Handling Procedure
- CA Didn't Follow Policy/Procedure
- Confidentiality Breech
- Spanish to Spanish Call Handling Problems
- Miscellaneous Service Complaints
- Ringing/No Answer
- Speech to Speech Call Handling Problems
- Connect Time (TTY-Voice)
- Busy Signal/Blockage
- ASCII/Baudot Break-down
- STS Break-Down
- HCO Break-Down
- Relay Not Available 24 Hours a Day
- 711 Problems
- VCO Break-Down
- Miscellaneous Technical Complaints
- Line Disconnected
- Carrier of Choice not Available/Other Equal Access
- *CapTel* Complaints

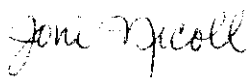
Hamilton processes any complaint, which originates via e-mail, fax, telephone, regular mail, outreach events, at the workstation, etc. Hamilton normally provides a resolution to all complaints within 72 hours. The complaints enclosed are resolved with the exception of two equal access complaints in which the carrier involved is still working to become a carrier through relay, one complaint about being unable to place a call through Relay using a Cingular cellular phone and two complaints in which customers using a Verizon Cellular Phone dial 7-1-1 and reach relay in a different state. Hamilton is working with these companies to resolve the above issues.

In the Miscellaneous External and Fraudulent/Harassment Call categories, you will find several complaints that we believe to be associated with fraudulent activity over Internet Relay. Hamilton continues to implement protocols specifically designed to prevent calls originating from an international IP address from accessing the relay.

For the period June 2006 to May 2007, there were a total of 59 complaints that alleged a violation of federal minimum standards as it relates to the provisioning of Telecommunications Relay Service.

Please feel free to contact myself at 515-281-6441 or Dixie Ziegler with Hamilton Relay at 800-618-4781 V/TTY with any questions regarding the above.

Sincerely,

A handwritten signature in cursive script that reads "Joni Nicoll".

Joni Nicoll
Project Manager, Relay Iowa



RECEIVED & INSPECTED

JUL - 2 2007

ECC-MAIL ROOM

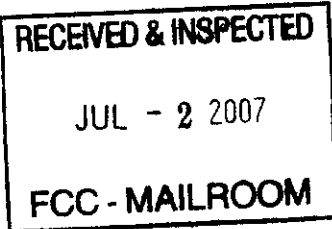
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**Relay Iowa
Consumer Complaints
Contact Information
June 2007**

Iowa Utilities Board
Consumer Services
350 Maple Street
Des Moines, IA 50319
1-877-565-4451 (V)

Joni Nicoll, Project Manager
Iowa Utilities Board
350 Maple Street
Des Moines, IA 50319
515-281-6441 (Voice)
TTY users, dial 711 to call through Relay Iowa
FAX: 515-281-5329
Internet e-mail: joni.nicoll@iub.state.ia.us



RELAY IOWA

**ANNUAL LOG SUMMARY
OF
CONSUMER COMPLAINTS**

JUNE 2007

JUL - 2 2007

FCC - MAIL ROOM

Relay Iowa 2007 FCC Complaint Report

6/1/06 to 5/31/07

**External Complaints--
Miscellaneous**

Customer stated that she has been receiving large long distance bills through the relay. Customer also stated that a CA would not repeat information that was missed during a call.

Inquire Date 7/3/2006
Record ID 12085
Call Taken By Customer Service
Rep
CA Number 1909
Responded By Tina
Response Date 7/11/2006
Resolution 7/11/2006

Customer Service apologized and forwarded the information to the technical department. The technical department discovered that the calls were not being placed through the Relay Iowa. Customer was notified and satisfied.

**External Complaints--
Miscellaneous**

Customer stated CA was rude and did not have good vocal skills.

Inquire Date 7/27/2006
Record ID 12074
Call Taken By Customer Service
Rep
CA Number
Responded By Tina
Response Date 7/28/2006
Resolution 7/28/2006

Customer Service apologized and forwarded the information to the technical department. The technical department discovered that the call had not been placed through Relay Iowa. Customer was notified and understood.

**External Complaints--
Miscellaneous**

Customer stated that he cannot get a call to go through on his US Cellular phone through the relay as CAs keep asking for a long distance provider so they can process the call. Customer stated that this happened before with his cell phone number.

Inquire Date 9/26/2006
Record ID 12466
Call Taken By Lead CA
CA Number
Responded By Steve/Tina
Response Date 9/27/2006
Resolution 9/27/2006

Lead CA stated that this information would be forwarded to Customer Service. Customer Service contacted customer and explained that the call was showing as normal line instead of a cell phone. Customer Service contacted the carrier, who stated that the issue would be resolved that day. Customer Service has been unable to reach the customer to inquire if US Cellular has resolved the issue.

**External Complaints--
Miscellaneous**

Customer stated that he is unable to place a call through the relay when using his Cingular Cell Phone.

Inquire Date 10/20/2006
Record ID 12670
Call Taken By Lead CA
CA Number
Responded By Steve/Tina
Response Date 10/21/2006
Resolution

Customer Service contacted the carrier in regards to this issue. Carrier refused to speak with Customer Service. Customer was directed to contact carrier to verify information and open a trouble ticket. There has been no return call from the customer in regards to this issue.

**External Complaints--
Miscellaneous**

Customer stated they reached Nebraska Relay when dialing 7-1-1 in Iowa, on their cell phone. Customer uses Verizon cell phone.

Inquire Date 10/27/2006
Record ID 12672
Call Taken By Customer Service Rep
CA Number
Responded By Tina/Gary
Response Date 10/27/2006
Resolution

Customer Service stated that this is an issue with the cell phone tower and forwarded the information to the technical department. The technical department contacted the provider in regards to this issue. The carrier continues to work on this issue and until it is resolved, the customer is dialing the toll-free 800 number to connect to relay. Verizon was contacted again in May, 2007 and another message was left.

**External Complaints--
Miscellaneous**

Customer stated that they reach Kansas Relay when dialing 7-1-1 in Iowa, on their cell phone. Customer uses Verizon cell phone.

Inquire Date 10/30/2006
Record ID 12671
Call Taken By Customer Service Rep
CA Number
Responded By Tina
Response Date 10/30/2006
Resolution

Customer Service e-mailed the customer to acquire additional call information and the customer's telephone number, so the relay could contact the carrier. There has been no further contact from the customer in regards to this issue.

**External Complaints--
Miscellaneous**

Customer stated that he is being billed for a call that he did not make and the carrier informed customer to contact the relay.

Inquire Date 10/31/2006
Record ID 12674
Call Taken By Customer Service Rep
CA Number
Responded By Tina/Diane
Response Date 10/31/2006
Resolution 10/31/2006

Customer Service forwarded the call information to the technical department. The technical department discovered that the call was not placed through Relay Iowa. Customer Service directed the customer to the carrier, Sprint Long Distance and explained what needed to be clarified. Customer understood.

**External Complaints--
Miscellaneous**

Customer stated that she is unable to place a relay call using her Cingular Cell Phone.

Inquire Date 11/8/2006
Record ID 12784
Call Taken By Customer Service Rep
CA Number
Responded By Tina
Response Date 11/8/2006
Resolution 11/8/2006

Customer Service explained that call is coming in on a normal line and not showing as a cell phone. Customer Service explained that relay has contacted Cingular in regards to this issue but the carrier will not verify information with the relay without the customer's permission. Customer Service asked the customer to contact Cingular to give permission to have the relay speak to the carrier in regards to their account and then inform the relay so that we may contact the carrier. Customer appreciated the information and understood. There has been no return call from customer or carrier.

**External Complaints—
Miscellaneous**

Inquire Date 12/22/2006
Record ID 12985
Call Taken By Customer Service
Rep
CA Number
Responded By Tina
Response Date 12/22/2006
Resolution 12/22/2006

Customer's mother-in-law has been unable to place a call using her relay equipment.

Customer Service placed several test calls to the mother-in-law. Customer Service reached the line with a fast busy or trouble signal. Customer Service contacted the customer and suggested that they contact their phone company to ensure that the phone line was functioning properly. Customer was satisfied.

**External Complaints—
Miscellaneous**

Inquire Date 1/3/2007
Record ID 13081
Call Taken By Customer Service
Rep
CA Number
Responded By Tina
Response Date 1/3/2007
Resolution 1/5/2007

Customer stated that he has been unable to reach the relay. Customer stated that he recently changed telephone service and it had not worked since then.

Customer Service directed the customer to their provider to check the telephone lines. Customer called back and stated that the telephone company was able to repair their line and relay calls work fine. Customer was satisfied.

**External Complaints—
Miscellaneous**

Inquire Date 1/12/2007
Record ID 13214
Call Taken By Customer Service
Rep
CA Number
Responded By Tina/Greg
Response Date 1/12/2007
Resolution 3/29/2007

Customer has been unable to process her calls through relay.

Customer Service forwarded the call information to the technical department. The technical department discovered that there is an issue with the number the customer was dialing. The technical department has reported the issue to the business that the customer was trying to reach, so that they may contact their provider. Customer understood.

**External Complaints—
Miscellaneous**

Inquire Date 2/12/2007
Record ID 13350
Call Taken By Customer Service
Rep
CA Number
Responded By Tina/Diane
Response Date 2/15/2007
Resolution 2/21/2007

Customer stated that each time she has placed a call through the relay, her profile did not appear. Customer stated she has been using 7-1-1 to place her call.

Assistant Operations Manager forwarded the information to the technical department. The technical department was unable to find calls for the customer through Relay Iowa. Customer Service called to verify call information and discovered that the customer was dialing 7-1-1 in the state of New Jersey. Customer Service explained how 7-1-1 works. Customer understood.

**External Complaints--
Miscellaneous**

Customer stated that when placing a call, most of the CAs do not identify or ask her to repeat the information.

*Inquire Date 3/26/2007
Record ID 13574
Call Taken By Customer Service
Rep
CA Number 5418
Responded By Tina
Response Date 3/26/2007
Resolution 3/28/2007*

Customer Service forwarded the information to the technical department and discovered that the calls are not coming through Relay Iowa. It was discovered that the customer was using 7-1-1 for New Jersey and calling to Iowa. Customer Service gave the appropriate customer service number for New Jersey Relay. Customer was satisfied.

**External Complaints--
Miscellaneous**

Customer stated that Qwest has incorrectly installed a phone line for the 2 Line CapTel phone. Customer is able to make or receive calls on regular CapTel, but has been unable to use the 2 line feature. Customer had concerns with their CapTel handset also.

*Inquire Date 4/1/2007
Record ID 13709
Call Taken By Program Mgr
CA Number
Responded By Jessica
Response Date 4/6/2007
Resolution 4/6/2007*

Relay Iowa Outreach Project Manager forwarded the information to Telecommunications Access of Iowa, who worked with Qwest and CapTel to resolve the customer's issues. Customer was satisfied.

**Service Complaints--
Fraudulent/Harassment Call**

Customer has been receiving fraudulent phone calls through Relay Iowa and inquired what could be done about the calls.

*Inquire Date 6/7/2006
Record ID 11768
Call Taken By Lead CA
CA Number
Responded By Michelle Mikkelsen
Response Date 6/7/2006
Resolution 6/7/2006*

Lead CA suggested that the customer contact their local telephone company or report the incident to law enforcement. Lead CA explained that if the customer obtains a court order, then we could release the call information to the Court. Customer understood.

**Service Complaints--
Fraudulent/Harassment Call**

Customer has been receiving fraudulent phone calls and inquired what could be done about the calls.

*Inquire Date 6/8/2006
Record ID 11841
Call Taken By Customer Service
CA Number
Responded By Tina Collingham
Response Date 6/8/2006
Resolution 6/8/2006*

Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer obtains a court order, then we could release the call information to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 7/7/2006
Record ID 11987
Call Taken By Supervisor
CA Number
Responded By Jody
Response Date 7/7/2006
Resolution 7/7/2006***

Customer has been receiving fraudulent calls and requested their number be blocked.

Supervisor explained that ADA and FCC rules for functional equivalency do not allow us to block any relay calls. Supervisor suggested that the customer contact their local telephone company or report the incident to law enforcement. Supervisor explained that if the customer obtains a court order, then we could release the call information to the Court. Customer was satisfied.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 7/20/2006
Record ID 12053
Call Taken By Customer Service
Rep
CA Number
Responded By Tina
Response Date 7/20/2006
Resolution 7/20/2006***

Customer had received a fraudulent phone call.

Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer obtains a court order, then we could release the call information to the Court. Customer hung up.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 8/9/2006
Record ID 12135
Call Taken By Customer Service
Rep
CA Number
Responded By Tina
Response Date 8/9/2006
Resolution 8/9/2006***

Customer has been receiving fraudulent calls and wondered what could be done.

Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer obtains a court order, then we could release the call information to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 8/10/2006
Record ID 12209
Call Taken By Lead CA
CA Number
Responded By Chris
Response Date 8/10/2006
Resolution 8/10/2006***

Customer has been receiving harassing phone calls and wants to know what to do.

Lead CA suggested that the customer contact their local telephone company or report the incident to law enforcement. Lead CA explained that if the customer obtains a court order, then we could release the call information to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 8/12/2006
Record ID 12212
Call Taken By Lead CA
CA Number
Responded By Tina
Response Date 8/12/2006
Resolution 8/12/2006***

Customer has been receiving fraudulent calls and wondered what could be done.

Lead CA suggested that the customer contact their local telephone company or report the incident to law enforcement. Lead CA explained that if the customer obtains a court order, then we could release the call information to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 8/16/2006
Record ID 12216
Call Taken By Supervisor
CA Number
Responded By Jody
Response Date 8/16/2006
Resolution 8/16/2006***

Customer has been receiving threatening calls and wanted to know what to do.

Supervisor suggested that the customer contact their local telephone company or report the incident to law enforcement. Supervisor explained that if the customer obtains a court order, then we could release the call information to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 8/28/2006
Record ID 12226
Call Taken By Supervisor
CA Number
Responded By Jody
Response Date 8/28/2006
Resolution 8/28/2006***

Customer has been receiving harassing phone calls and requested their number be blocked.

Supervisor explained that ADA and FCC rules for functional equivalency do not allow us to block any relay calls. Supervisor suggested that the customer contact their local telephone company or report the incident to law enforcement. Supervisor explained that if the customer obtains a court order, then we could release the call information to the Court. Customer was satisfied.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 9/2/2006
Record ID 12423
Call Taken By Lead CA
CA Number
Responded By Steph
Response Date 9/2/2006
Resolution 9/2/2006***

Customer has been receiving fraudulent phone calls and wondered what could be done.

Lead CA suggested that the customer contact their local telephone company or report the incident to law enforcement. Lead CA explained that if the customer obtains a court order, then we could release the call information to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 9/8/2006
Record ID 12426
Call Taken By Lead CA
CA Number
Responded By Chris
Response Date 9/8/2006
Resolution 9/8/2006***

Customer has been receiving harassing phone calls and wondered what could be done about them.

Lead CA suggested that the customer contact their local telephone company or report the incident to law enforcement. Lead CA explained that if the customer obtains a court order, then we could release the call information to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 10/1/2006
Record ID 12626
Call Taken By Supervisor
CA Number
Responded By Brenda
Response Date 10/1/2006
Resolution 10/1/2006***

Customer has been receiving harassing calls and wondered what could be done.

Supervisor suggested that the customer contact their local telephone company or report the incident to law enforcement. Supervisor explained that if the customer obtains a court order, then we could release the call information to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 10/11/2006
Record ID 12625
Call Taken By Supervisor
CA Number
Responded By Jody
Response Date 10/11/2006
Resolution 10/11/2006***

Officer was investigating harassing phone calls.

Supervisor explained that if the Officer obtains a court order, then we could release the call information to the Court. Customer was satisfied.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 11/2/2006
Record ID 12780
Call Taken By Lead CA
CA Number
Responded By Steph
Response Date 11/2/2006
Resolution 11/2/2006***

Customer is receiving harassing phone calls and wondered what to do.

Lead CA suggested that the customer contact their local telephone company or report the incident to law enforcement. Lead CA explained that if the customer obtains a court order, then we could release the call information to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 11/21/2006
Record ID 12793
Call Taken By Customer Service
Rep
CA Number
Responded By Tina
Response Date 11/21/2006
Resolution 11/21/2006***

Customer has been receiving harassing phone calls.

Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer obtains a court order, then we could release the call information to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 12/13/2006
Record ID 12974
Call Taken By Lead CA
CA Number
Responded By Tina
Response Date 12/13/2006
Resolution 12/13/2006***

Customer has been receiving harassing phone calls and wondered what could be done about them.

Lead CA suggested that the customer contact their local telephone company or report the incident to law enforcement. Lead CA explained that if the customer obtains a court order, then we could release the call information to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 12/19/2006
Record ID 12981
Call Taken By Lead CA
CA Number
Responded By Steve
Response Date 12/19/2006
Resolution 12/19/2006***

Customer has been receiving harassing calls and wondered what could be done about it.

Lead CA suggested that the customer contact their local telephone company or report the incident to law enforcement. Lead CA explained that if the customer obtains a court order, then we could release the call information to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 1/15/2007
Record ID 13140
Call Taken By Customer Service
Rep
CA Number
Responded By Tina
Response Date 1/15/2007
Resolution 1/15/2007***

Customer has been receiving harassing phone calls through another relay provider.

Because the customer stated the calls were coming from another Relay provider, Lead CA gave the appropriate Customer Service number for the other provider to the customer. Lead CA suggested that the customer contact law enforcement as that is our recommendation under these circumstances. Customer was thankful.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 1/17/2007
Record ID 13143
Call Taken By Lead CA
CA Number
Responded By Steph
Response Date 1/17/2007
Resolution 1/17/2007***

Customer has been receiving fraudulent phone calls and wondered what to do about them.

Lead CA suggested that the customer contact their local telephone company or report the incident to law enforcement. Lead CA explained that if the customer obtains a court order, then we could release the call information to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 2/19/2007
Record ID 13358
Call Taken By Customer Service
Rep
CA Number
Responded By Tina
Response Date 2/19/2007
Resolution 2/19/2007***

Customer sure received a fraudulent call and wondered what to do.

Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer obtains a court order, then we could release the call information to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 2/24/2007
Record ID 13405
Call Taken By Supervisor
CA Number
Responded By BW
Response Date 2/24/2007
Resolution 2/24/2007***

Customer is receiving harassing calls through the relay and wanted to know how to block their number.

Supervisor contacted the customer and explained that ADA and FCC rules for functional equivalency do not allow us to block any relay calls. Supervisor suggested that the customer contact their local telephone company or report the incident to law enforcement. Supervisor explained that if the customer obtains a court order, then we could release the call information to the Court. Customer was satisfied.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 3/5/2007
Record ID 13514
Call Taken By Customer Service
Rep
CA Number
Responded By Jessica
Response Date 3/7/2007
Resolution 3/7/2007***

Customer has been receiving harassing phone calls and wanted to know how to make them stop.

Relay Iowa Outreach Project Manager suggested that the customer contact their local telephone company or report the incident to law enforcement. Relay Iowa Outreach Project Manager explained that if the customer obtains a court order, then we could release the call information to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

Customer has been receiving harassing calls through the relay and wondered what to do about them.

***Inquire Date 5/1/2007
Record ID 13877
Call Taken By Supervisor
CA Number
Responded By Tina
Response Date 5/1/2007
Resolution 5/1/2007***

Supervisor suggested that the customer contact their local telephone company or report the incident to law enforcement. Supervisor explained that if the customer obtains a court order, then we could release the call information to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

Customer has been receiving harassing or fraudulent calls at least 2 or 3 times a day and wondered what could be done.

***Inquire Date 5/31/2007
Record ID 13933
Call Taken By Customer Service
CA Number
Responded By Michelle
Response Date 5/31/2007
Resolution 5/31/2007***

Supervisor explained that the relay was aware that there had been some problems of this nature and thanked the customer for calling to alert relay of this issue. It is not known if this call was placed through Relay Iowa or another Relay provider. Supervisor suggested that the customer take note of the time of the call, the relay service provider as well as the CA number and then report this type of activity to the local authorities. Customer understood.

***Service Complaints--Didn't
Follow Policy/Procedure***

Customer stated that a friend was attempting to place a call through the relay and was connected to the CA but the CA never typed to them on their VCO phone. Customer stated that CA said the call could not be placed.

***Inquire Date 7/17/2006
Record ID 12075
Call Taken By Customer Service
Rep
CA Number 6318
Responded By Tina
Response Date 7/28/2006
Resolution 7/28/2006***

Customer Service apologized and stated that the CA would be counseled. CA was counseled and customer was satisfied.

***Technical Complaints--Connect
Time (TTY/Voice)***

Customer stated that the connection to the relay was too slow. Customer stated that her call comes in through the voice line and then is switched to TTY and then to VCO.

***Inquire Date 10/23/2006
Record ID 12668
Call Taken By Lead CA
CA Number
Responded By Janet/Tina
Response Date 10/24/2006
Resolution 10/24/2006***

Lead CA apologized for this issue and stated that Customer Service would contact the customer in regards to this issue. Customer Service left a message for customer about setting up a profile with the relay. There has been no return call from customer to set up the profile.

**Technical Complaints--711
Problems**

Inquire Date 9/27/2006
Record ID 12443
Call Taken By Customer Service
Rep
CA Number
Responded By Tina
Response Date 9/27/2006
Resolution 9/27/2006

Customer stated she was unable to dial 7-1-1 from the office.

Customer Service gave customer the toll free voice number and stated to have the office telephone administrator contact the relay to help set up the translation number for 7-1-1 in the office PBX. Customer declined but was satisfied.

**Technical Complaints--711
Problems**

Inquire Date 3/22/2007
Record ID 13556
Call Taken By Supervisor
CA Number
Responded By Jody
Response Date 3/22/2007
Resolution 3/22/2007

Customer stated that 7-1-1 does not work when calling from their office PBX.

Supervisor gave customer the toll free access number to reach the relay and explained to have the telephone administrator to contact the relay for translation information. Customer understood.

**Technical Complaints--
Miscellaneous**

Inquire Date 7/19/2006
Record ID 12052
Call Taken By Lead CA
CA Number
Responded By Tina
Response Date 7/20/2006
Resolution 7/20/2006

Customer has been unable to place a call to her daughter who has a VCO profile through the relay.

Customer Service placed test calls to the daughter and discovered an error with the profile set-up and corrected the issue. Customer Service placed a test call that went through correctly. The mother was notified and satisfied.

**Technical Complaints--
Miscellaneous**

Inquire Date 8/3/2006
Record ID 12206
Call Taken By Customer Service
Rep
CA Number
Responded By Tina
Response Date 8/3/2006
Resolution 8/12/2006

Customer stated that whenever he places a call through the relay he is always routed to the Supervisor and experiences delays when calling. Customer believes it is because of the way that his number identifies to the relay from the office.

Customer Service explained that this is happening as his number displays as ###-000-0000. The relay's system will not accept this number, so the CA must follow a different procedure. The procedure requires the relay to acquire the true ANI and the number to dial from the customer. The customer is dialing from an office PBX. The customer works in the office phone technical department and has been unable to change the PBX at this time. Customer understands that the relay has addressed this issue.

**Technical Complaints--
Miscellaneous**

Customer stated that information was repeating on their screen and they were receiving double words and letters from CA.

Inquire Date 9/26/2006
Record ID 12442
Call Taken By Customer Service
Rep
CA Number 6161
Responded By Tina
Response Date 9/27/2006
Resolution 9/27/2006

Customer Service stated that the technical department would investigate the workstation. Customer did not want a follow up and was satisfied. The technical department did not discover any issues with the workstation. No further testing could be done.

**Technical Complaints--
Miscellaneous**

Customer stated that the profiles he set up were not working correctly through the relay.

Inquire Date 10/23/2006
Record ID 12669
Call Taken By Customer Service
Rep
CA Number
Responded By Tina
Response Date 10/24/2006
Resolution 10/24/2006

Customer Service verified that the profiles were in the system and set correctly. The technical department investigated and discovered that the customer was dialing in through the voice number, so his profile was not appearing at the workstation. Customer Service notified the customer that the profiles were reset in the database.

**Technical Complaints--
Miscellaneous**

Customer is unable to dial Qwest through the relay, and states when CA does get the call to go through that they are only able to hold for 3 minutes and then the call is disconnected from relay.

Inquire Date 2/22/2007
Record ID 13418
Call Taken By Supervisor
CA Number
Responded By Jody/Tina
Response Date 2/23/2006
Resolution 5/14/2007

Customer Service apologized and stated that this information would be forwarded to technicians and test calls would be made. Customer understood. Test calls discovered that Qwest main number is unable to be dialed through relay and when using Relay re-originating number to place the call it is disconnected after 3 minutes. The technical department has resolved this issue.

**Technical Complaints--
Miscellaneous**

Customer is unable to dial the Services for the Blind through the relay.

Inquire Date 3/30/2007
Record ID 13584
Call Taken By Customer Service
CA Number
Responded By Michelle/Tina
Response Date 3/30/2007
Resolution 5/28/2007

Supervisor stated that this information would be forwarded to technicians. Customer Service forwarded information to technicians after placing test calls. A terminating profile was set up for the Services for the Blind to allow calls to go through the relay.

**Technical Complaints—
Miscellaneous**

Inquire Date 4/13/2007
Record ID 13721
Call Taken By Customer Service
Rep
CA Number
Responded By Michelle
Response Date 4/13/2007
Resolution 5/4/2007

Customer stated that the CA was unable to dial Qwest through the relay.

Supervisor apologized and forwarded the call information to the technical department. The technical department has worked with Qwest to resolve this issue. Customer was satisfied.

**Technical Complaints—Carrier
Choice not Available/Other
Equal Access**

Inquire Date 6/21/2006
Record ID 11864
Call Taken By Operations Mgr
CA Number
Responded By Diane Taylor
Response Date 6/21/2006
Resolution 6/29/2006

Customer requested a profile be set up with HTC Global Reach as their long distance provider.

Assistant Operations Manager explained that HTC Global Reach was not a participating provider through the relay. Assistant Operations Manager offered to set up a profile for a different carrier, but the customer refused. Assistant Operations Manager stated that relay would contact HTC Global Reach. HTC Global Reach is now a participating carrier through the relay. Customer was notified and satisfied.

**Technical Complaints--Carrier
Choice not Available/Other
Equal Access**

Inquire Date 7/14/2006
Record ID 12088
Call Taken By Customer Service
Rep
CA Number
Responded By Tina/Joanne
Response Date 7/14/2006
Resolution 8/2/2006

Customer requested a profile with Hickory Tech as their long distance carrier.

Customer Service explained that Hickory Tech was not a participating carrier through the relay and acquired the information needed to set up a profile for the customer. The carrier has been contacted by the technical department. Hickory Tech is now a participating carrier through the relay. Customer was notified and satisfied.

**Technical Complaints--Carrier
Choice not Available/Other
Equal Access**

Inquire Date 7/27/2006
Record ID 12086
Call Taken By Customer Service
Rep
CA Number
Responded By Tina/Joanne
Response Date 7/27/2006
Resolution

Customer requested a profile with Pioneer as their long distance carrier. Customer also had received a VCO phone and had questions about how to connect the equipment.

Customer Service explained how to connect the equipment. Customer Service also explained that Pioneer was not a participating carrier through the relay and acquired the information to set up a profile for the customer. The carrier was contacted by the technical department. The technical department continues to work with the carrier. The customer will be notified when the carrier has become a participating carrier through the relay. Customer profile was implemented with connect mode and alternate carrier of choice. Pioneer was contacted again in late May and is still not a participating carrier as of 5/31/2007.

**Technical Complaints--Carrier
Choice not Available/Other
Equal Access**

Inquire Date 7/28/2006
Record ID 12090
Call Taken By Customer Service
Rep
CA Number
Responded By Tina/Joanne
Response Date 7/31/2006
Resolution 8/2/2006

Customer requested a carrier of choice profile for Western Iowa Long Distance.

Customer Service explained that this carrier is not a participating provider with the relay and stated that the relay would contact the carrier. Customer Service suggested that the customer contact the carrier also. Customer understood and carrier was contacted by the technical department. Western Iowa is now a participating carrier through the relay. Profile information was implemented and customer was notified.

**Technical Complaints--Carrier
Choice not Available/Other
Equal Access**

Inquire Date 7/31/2006
Record ID 12089
Call Taken By Customer Service
Rep
CA Number
Responded By Tina
Response Date 7/31/2006
Resolution 8/2/2006

Customer has client that has changed long distance carriers from Qwest to Hickory Tech.

Customer Service explained that Hickory Tech was not a participating provider through the relay and acquired the information needed to set up a profile for the customer. The carrier has been contacted by the technical department. Hickory Tech is now a participating carrier through the relay. Customer was notified and satisfied.

**Technical Complaints--Carrier
Choice not Available/Other
Equal Access**

Inquire Date 9/5/2006
Record ID 12472
Call Taken By Supervisor
CA Number
Responded By Jody
Response Date 9/5/2006
Resolution 10/6/2006

Customer stated that she has been unable to place a long distance call through the relay using Local Media when dialing 7-1-1.

Supervisor gave customer the relay's toll free number and stated that Local Media.Com is not a participating carrier through the relay. Supervisor requested additional information so that Customer Service could contact their carrier. Customer refused. Customer Service has been unable to attain a contact for Local Media.Com. There has been no callback in regards to this issue. Local Media is still not a participating carrier as of 5/31/2007.

**Technical Complaints--Carrier
Choice not Available/Other
Equal Access**

Inquire Date 9/10/2006
Record ID 12427
Call Taken By Lead CA
CA Number
Responded By Tina
Response Date 9/12/2006
Resolution 9/12/2006

Customer requested WCTA as their long distance carrier through the relay.

Lead CA explained that WCTA is not a participating carrier through the relay and that another carrier would need to be picked at this time. Customer Service obtained the required information and a profile was set to enable relay calls. WCTA has been contacted, but is not a participating carrier through the relay. Customer was satisfied. WCTA is now a participating carrier through the relay. Customer has a profile with WCTA as a reseller.

**Technical Complaints--Carrier
Choice not Available/Other
Equal Access**

Inquire Date 12/18/2006
Record ID 13003
Call Taken By Customer Service
Rep
CA Number
Responded By Tina
Response Date 12/18/2006
Resolution 1/19/2007

Customer requested a profile be set up for automatic VCO connection with Frontier as their long distance provider.

Customer Service stated that the profile would be set up but that Frontier was currently not a participating carrier. Customer Service contacted Frontier. Customer Service received the letter of authorization on 1/5/07. The technical department is attempting to set up testing with Frontier. When testing is complete, the profile will be sent and customer will be notified. Testing is complete and profile has been set up for customer. Customer was notified of update.

**Technical Complaints--Carrier
Choice not Available/Other
Equal Access**

Inquire Date 3/9/2007
Record ID 13590
Call Taken By Customer Service
Rep
CA Number
Responded By Tina/Barb
Response Date 3/9/2007
Resolution

Customer wanted to know how their inmate would be able to place a call using the relay when they have ICN as their long distance provider, which is unavailable through the relay. Customer inquired about use of a calling card through the relay or other billing options.

Customer Service explained to customer that ICN was not available and offered different billing options, including another carrier. Customer declined offer at this time. Customer Service continues to work with the carrier to become a participating provider through the relay. ICN is still not a participating carrier as of 5/31/2007.

CapTel Complaints

Billing - General

Inquire Date 12/26/2006
Record ID 23276
Call Taken By RP
CA Number
Responded By RP
Response Date 12/26/2006
Resolution 12/26/2006

Technical Support contacted cellular phone provider to resolve caller's inability to reach CapTel user via CapTel Service.

DOCKET NO.

03 123

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